



Customer Service Volunteer

Citizens Advice Plymouth depends on its volunteers to deliver face to face and telephone advice, advocacy and preventative education to the clients who need us.

We helped over 11,000 people across the city last year, dealing with nearly 78,000 enquiries and helping our clients access over £1 million of income. We also deliver national projects such as our advice services for EDF and South West Water from our office.

We are looking for people who are passionate, positive, organised and effective communicators who want to play a key role in helping us deliver our much-needed service across Plymouth.



What will you do?

- complete an introduction to Citizens Advice
- complete training for your role
- welcome clients arriving at Cobourg House and be the first point of face to face contact for clients using our service
- work collaboratively with other colleagues involved in the advice work process
- provide a service that is based on sensitivity and respect for clients
- maintain confidentiality about clients and their contact with Citizens Advice
- provide client with information where appropriate, including details of other agencies and services
- create, maintain and archive paper and electronic filing systems in accordance with Citizen Advice's procedures
- liaise with advice staff regarding support for individual clients.



What's in it for you?

- gain and build on valuable skills and experience such as communication, IT skills and working in a team
- increase your employability
- contribute to the smooth running of the advice service which makes a real difference to peoples' lives
- work with a range of different people, independently and in a team.

And we'll reimburse expenses too!



What do you need to have?

You don't need specific qualifications or skills, but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good IT skills
- be calm under pressure
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role.



How much time do you need to give?

We ask for either 4 hours a week (a half day) or 8 hours a week (split over 2 half days) for at least 6 months.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a customer service volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact:

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